

Rules for consideration of claims related to the distribution of information in violation of the law on the OK social network

1. General Provisions

1.1. These Rules for handling claims related to the dissemination of information in violation of the law on the OK social network (hereinafter, "Rules") are an official document of VK LLC (hereinafter, "Administration of the Social Network") and define the policy of the Administration of the Social Network regarding the processing of such claims, as well as the rights and obligations of the Administration of the Social Network, individuals (hereinafter, "Users") and third parties in the process of processing claims.

1.2. The Administration of the Social Network is guided in its activities by applicable law, in particular, current legislation of the Russian Federation, especially Federal Law No. 149-FZ "On Information, Information Technologies and Information Protection", and on a continual basis applies a set of measures aimed at identifying and restricting access to information distributed in violation of the law, details of which can be found at the address on the Internet: <https://ok.ru/page/safety>.

2. Claims related to the dissemination of information in violation of the law on the OK social network

2.1. Any user of OK (hereinafter, "Claimant"), in the event that information posted by Users and distributed in violation of the law (in particular, Article 10.6 of Federal Law No. 149-FZ "On Information, Information Technologies and Information Protection") is found on the Social Network, shall have the right to complain to the Administration of the Social Network about the information distributed in violation of the law.

2.2. To contact the Administration of the Social Network, the Claimant uses his/her own registered account on the Social Network and a [web form](#). The Claimant has the right to reject the proposed form and send a notice to the registered office of VK LLC: 39 Leningradsky Pr., Bldg. 79, Moscow, 125167, or by e-mail: odnoklassniki.content@corp.mail.ru.

2.3. When contacting the Administration of the Social Network, a person must substantiate the distribution of information in violation of the law. The statement must contain the following valid information:

2.3.1. information about the Claimant, allowing verification and prompt contact if necessary, including by e-mail: full name, contact information (e-mail address);

2.3.2. A URL link to the information distributed in violation of the law and/or other information that allows unambiguous identification of the material in respect of which the claim is being submitted (hereinafter, "Disputed Object");

2.3.3. the reason for the claim, containing a description of the information distributed in violation of the law.

2.4. Due to technical limitations of the [web form](#), the Claimant must ensure that the character limit is not exceeded. The Administration of the Social Network shall not be liable for failure to take action with respect to Disputed Objects through URLs outside the specified limit in the event of a technical failure in transferring the relevant information to the Administration of the Social Network.

2.5. In the event of finding incomplete information, inaccuracies or errors in the claim, the Administration of the Social Network has the right to send the Claimant a notice to clarify the submitted information.

2.6. Within 24 hours of receiving the notice specified in clause 2.5 of these Rules, the Claimant shall take measures aimed at completing missing information, eliminating inaccuracies and errors, and send the Administration of the Social Network the updated information.

2.7. By submitting a claim, the Claimant consents to the processing of the data provided, including the e-mail address for the purposes of processing the application, together with further communication.

3. Claim consideration

3.1. If the claim received fully complies with the requirements of items 2.2.–2.6. of these Rules and there are no signs of abuse of the right described in Section 4 of the Rules, the Administration of the Social Network shall take appropriate measures within the time frame established by legislation of the Russian Federation.

4. Abuse of the procedure for consideration of claims

4.1. The procedure established by these Rules shall not be abused.

4.2. The following actions are recognized by the Administration of the Social Network as abuse by the Claimants:

4.2.1. repeated claims formally complying with the requirements of these Rules, but containing knowingly false information based on the results of verification;

4.2.2. submission of a claim with violation of items 2.2–2.3 of the Rules, or by using an account that contains false information;

4.2.3. use of automatic mailing lists and/or bots to contact and/or communicate with the Administration of the Social Network;

4.2.4. a claim by the Claimant after submission of an electronic application under these Rules to the Administration of the Social Network with substantially the same appeal in respect of the same Disputed Object by any other means, if there is no reference to the number of the electronic claim initially submitted, and vice versa – a claim using the electronic form in accordance with the Rules after the substantially the same claim in respect of the same Disputed Object was sent to the Administration of Social Network by any other means.

5. Final Provisions

5.1. The Administration of the Social Network reserves the right to introduce amendments to these Rules. These Rules are an open and publicly available document. The current version of the Rules can be found at: <https://ok.ru/claimterms>. The Administration of the Social Network recommends Users to regularly check the terms and conditions of these Rules for changes and/or amendments. Continued use of the Social Network by the User after changing and/or amending these Rules shall mean the acceptance of such changes and/or amendments by the User and the User's consent to them.

5.2. These Rules are drawn up in Russian and may be provided to the User for review in another language. In case of discrepancy between the Russian-language version of the Rules and a version in another language, the provisions of the Russian-language version of these Rules shall apply.

5.3. If, for any reason, one or more provisions of these Rules are declared invalid or unenforceable, this does not affect the validity or applicability of the remaining provisions of these Rules.